

POSITION DESCRIPTION**NR-5****Town of Needham****DPW Director of Administrative Services****6/98**

Under the general supervision of the Director of Public Works, the incumbent will oversee and coordinate all business and administrative functions of the department, including the utility billing system, accounts payable, payroll, general financial, budgetary, and administrative matters, and project management responsibilities in support of the DPW Administrative Division.

Duties:

Manage the utility billing system by providing training and coaching for users; managing interactions among the Treasurer's Office, Data Processing, and the Finance Department relating to water and wastewater billing; overseeing customer service provision; and providing technical support. The incumbent will act as a liaison between utility billing system users and customers, Finance Department staff, and Water and Sewer Division staff; analyze user and management needs and recommend and develop system solutions; participate in long-term planning and strategy processes with regard to utility billing; and evaluate and endeavor to continually improve the functioning and capability of the utility billing system.

Assist in the development and review of Requests for Proposals, Requests for Qualifications, consultant agreements, and construction contracts; coordinate information requirements, schedules and deadlines with regard to assigned projects; act as a liaison between divisions and with the Finance Department and Board of Selectmen; and provide information and answer questions relative to project status, including work progress and budgetary matters.

Prepare annual department operating and capital budgets; analyze and project salary, material, and service costs, major equipment replacement and any special project needs. Prepare requests to borrow or otherwise provide funds for Special Article projects; compile back-up data to support budget recommendations; and estimate income that could be accrued from increased or new user charges. Monitor monthly budget expenditures for potential deficits and prepare requests for transfer of funds, if needed. Monitor Water and Sewer operating costs and income to identify need for rate revisions; verify balances of all accounts with budget statements received from Comptroller's Office. Assist Division Superintendents in obtaining information from management information reports and financial management software; and provide training and coaching to financial application software users.

Plan, schedule and assign work to administrative/support employees. Interview and recommend the hiring of new staff members; provide or arrange for training for subordinates; evaluate subordinates' performance; and recommend personnel actions such as promotions, transfers or disciplinary action to ensure adequate and competent staffing.

Review complaints, questions and requests for information and services from citizens, contractors, utilities and other Town departments; prepare miscellaneous reports and forms by developing and compiling data for special or recurring reports for regulatory agencies such as EPA or DEP; attend meetings of boards and commissions; and perform other related duties as required.

Basic Knowledge:

Duties require intensive knowledge of business administration or finance equivalent to the completion of four years of college.

Experience:

Duties required three to five years relevant professional experience including budgetary, finance, experience, and exposure to automated database management systems and PC based applications. Exposure to municipal public works is preferred but not mandatory. A Masters Degree in business or public administration may be substituted for up to two years of experience.

Independent Action:

Incumbent establishes personal standards of work performance within broad framework of policy and objectives as set forth by Director of Public Works, consulting with Director on specific matters of Town policy.

Supervisory Responsibility:

Through Senior Administrative Coordinator, incumbent supervises a total of four (4) full-time and several part-time or intermittent administrative/support staff.

Physical and Environmental Standards:

- Normal office environment, not subject to extremes in temperature, noise, or odors.
- Regular interruptions to assist citizens.
- May spend extended periods at computer terminal, on telephone, or operating other office machines.
- Regular lifting and carrying of files, documents, records, books, and the like.
- Some travel by personal automobile to neighboring communities